

1112 E. Grand Avenue
Des Moines, IA 50319
800.248.4483
515.281.4105

FY14 Annual Report

Iowa Library Services/State Library
Interim State Librarian Barbara Corson

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Iowa Library Services

FY14 - Significant Accomplishments and Events

Accomplishments

- **Iowa Center for the Book**

The Iowa Center for the Book applied for and received a 3-year affiliation renewal (through 2016) with the Center for the Book in the Library of Congress. Dr. John Cole, Director of the Library's Center for the Book in Washington, D. C., wrote to Robin Martin, coordinator of the Iowa Center for the Book, "Under your outstanding leadership, the Iowa Center for the Book has become one of our most active and effective affiliates." Robin has been appointed to serve with 5 other affiliate coordinators on the Library of Congress Center for the Book Advisory Board. This year, for the first time, Governor Terry Branstad was on hand at the Letters About Literature Awards ceremony to present the awards to the student winners.

- **Statewide workforce-related online resource**

LearningExpress is the workforce-related online resource that is available to all public and academic libraries in Iowa. This online resource is available because the legislature directed Iowa Workforce Development (IWD) to provide \$150,000 in funding to IaLS "for the purpose of licensing an online resource which prepares persons to succeed in the workplace through programs which improve job skills and vocational test-taking abilities." Thanks to the funding from IWD, LearningExpress will again be available at no charge to all Iowa public and academic libraries for FY15.

- **Iowa Small Libraries Online Conference (ISLOC)**

IaLS staff facilitated this online conference with the theme *Library Re-Branding: Books & Beyond*. 269 attendees selected from a variety of sessions, including the opening keynote by George Needham (OCLC) with *WAY Beyond Books: Rethinking the Public Library Within Its Community*. Other sessions were *Sonatas in the Stacks: Becoming a Music Venue for Your Community*, *App Up Your Story Times*, *The Loudest Library in Iowa: Programming to Shout About*, *Anywhere Book Club*, and *HATCHING a MakerSpace*. In addition to daytime sessions, ISLOC presented an evening program specifically for trustees. The 2014 board program featured Andrea Berstler (ARSL Past President) with the session *Libraries and the Future: It Was Never Just About the Books*.

- **Library Technology Grants**

IaLS received \$250,000 from the FY14 Iowa General Assembly for technology needs. The money came from the state's technology reinvestment fund. IaLS and the Iowa Commission of Libraries determined to use half of the one-time funding for grants to Iowa's public and academic libraries, and half to upgrade state library technology. These

grants provided an opportunity for libraries to create new programs using technology, update their existing technological infrastructure, or launch new services using technology. The grants encouraged library cooperation, and 62 grants of up to \$1,500 per request were approved for 97 Iowa libraries. \$132,153.33 was awarded for projects that use technology to improve the lives of Iowans. These grants highlighted the tremendous needs that libraries all over Iowa have to purchase or update technology to enhance their services.

- **Art exhibits**

Helen Dagley coordinated a dozen art exhibits by Iowa artists at the Main Library. A wide variety of creative mediums were displayed, ranging from oil paintings to watercolors and from illustrations to gourds, photographs, drawings, paper, and felt board. For the first time, we featured an exhibition of photographs by a father and his 17-year-old daughter, Cody and Megan Kilgore. According to Cody, Megan (a State Fair blue ribbon award winner) is “better than I am!”

- **ILEAD USA Project completed**

The ILEAD USA project, a partnership between five states, funded by an IMLS grant, wrapped up in October. IaLS staff helped five teams of librarians from around the state choose, develop, and complete tech projects. The team members presented their projects on October 23 to an appreciative audience. The teams demonstrated innovative approaches to working with their communities.

- **Live Chat**

Having the Live Support "chat" link on Iowa.gov allows IaLS to help users navigate Iowa state government. In FY14 IaLS answered over 1400 Live Chats; the majority from Iowans within and outside Iowa, but also a significant number from all over the United States and overseas. The service provides a wonderful public relations opportunity for state government, which is often perceived by the public as impersonal and inaccessible. IaLS reference staff are able to turn that perception around as they link the customer directly to much needed information or to the correct agency personnel. And there are indirect economic benefits for the state as well. For example, we often hear from out of state businesses that need to be licensed to work or to set up a new business in Iowa, from former residents of the state who want to pay their back taxes, from the public who want to be certified or licensed professionally in Iowa, and from tourists wanting to visit Iowa. Accolades from users are frequent, with the one of the most common being, “THANK YOU! I had looked and looked for that information!”

- **Overhead book scanner purchased**

IaLS was able to use some of the extra technology funding this FY to purchase an overhead book scanner. The scanner has a v-shaped bed to cradle fragile or damaged books. IaLS has many rare Iowa state documents to digitize and add to our online state documents depository, Iowa Publications Online. In addition, IaLS will partner with

Iowa's Secretary of State to create an exact digital copy of the *Constitution of Iowa* for the first time.

FY14 service statistics

- Reference contacts (Main Library, Law Library & State Data Center): 9669
- Library Support Network contacts: 12,378
- Online searches by Iowans:
 - EbscoHost: 627,613,021
 - LearningExpress: 149,317
- Courses taught or coordinated by IaLS staff:
 - 168 sessions (90 face to face, 77 online, 1 self-paced)
- Total course registration:
 - 4,244 registrations (1,586 face to face, 2,356 online, 302 self-paced)
- SILO interlibrary loan transactions: 88,254
- 66.1% of Iowans were registered library card holders in FY13
- Iowans checked out 28,318,507 library items in FY13 – that's **more than 77,500 checkouts every day**
- Iowans made 18,723,448 visits to public libraries in FY13 – that's **nearly 51,300 library visits every day**
- **FY15 Budget**

For the second year in a row, the Iowa legislature increased IaLS's budget. They added \$50,000 in additional appropriations to the Enrich Iowa Program, a 2% increase. If approved by congress, the federal award will be increased by \$52,323 (2.9%).

Staff Comings and Goings

- **Mary Wegner** retired in December after 12 years of service. Mary was a catalyst for the many changes the Iowa library community has faced as they moved forward with new initiatives and technologies. Under Mary's leadership, IaLS created a number of new state-wide services and programs including providing EBSCOhost to all libraries at a considerable discount, and supporting over 300 public libraries' websites through the PLOW program (Putting Libraries on the Web). During Mary's tenure, the difficult work of merging the State Library and the Library Service Districts into one entity, IaLS, was successfully accomplished. "Mary's many accomplishments have had a great impact on Iowa libraries, and she has left IaLS in a strong position for the future. I truly appreciate the leadership she demonstrated," noted Interim State Librarian, Barb Corson.

- **Janie Beaulieu**, a Library Resource Technician, retired May 22, after more than 25 years of service to libraries in Northwest Iowa. In parting, Beaulieu said “I have such great memories of my [time] working with all of you. Be assured that you will always have a special place in my heart.”
- **Ellen Bridenstine**, the Library Resource Technician at the Law Library, resigned on April 22 to pursue a career as a paralegal in a downtown law firm.
- **Barbara Corson** was named Interim State Librarian. Barb has 28 years of experience in a variety of libraries. She has been at IaLS since 1999 and has served 12 years as Program Director for Library Services.
- **Kim Mashek** was hired as the Library Resources Technician for the IaLS Northeast District Office in Waterloo. Her duties began September 3. Mashek was formerly director of library services for Kaplan University in Mason City and Cedar Falls.
- **Misty Gray** was hired as the Consultant for Southwest Iowa in October 2013. Misty has a bachelor’s degree in Elementary Education, along with several graduate level adult education courses from the University of Northern Iowa. She received her Master’s Degree in School Library Media Studies from the University of Northern Iowa. Misty was the Director of the Storm Lake Public Library from 2006 until she joined our team.

Iowa Commission of Libraries

- **Rhonda Ketels** was named to the Iowa Commission of Libraries. She represents the Department of Education, and replaces **Deb Hindman**, who retired. Ketels has been with the Iowa Department of Education since July 2010 as a program consultant for Innovation and Improvement in Special Education with a focus in literacy. She has a Specialist degree from Drake University in Educational Leadership and served as an elementary principal for eight years in Moravia Community Schools and the Des Moines Public Schools. She also served as Dean of Students at Orchard Place School in Des Moines. Ketels served as an assistant professor of education at William Penn University from 1996 to 2002 teaching reading and language arts methods, remedial reading, and most of the classes for special education. She served as a special education classroom teacher for several years and has also taught sixth grade, kindergarten, and Title I reading. She is a certified Iowa LETRS trainer for modules 1 – 12 and Early Childhood.

Results – Iowa Library Services FY14 Strategic Plan

Yellow = FY13-FY17 Goal
Blue = FY13-FY17 Objective

Pink = FY14 strategy

Green = Report on FY14 progress toward strategy

IaLS = Iowa Library Services

LSN = Library Support Network

SLS = Specialized Library Services

SDC = State Data Center

1. Equip Iowa libraries to build community and enhance quality of life for Iowans.
1a) Stimulate and promote public interest in books, reading, literacy & libs through programs such as the Iowa Center for the Book & the annual statewide Summer Library Program. (LSN)
1a) Provide Summer Library Program workshops. Present webinar on Mentoring Young Readers Through Letters About Literature. Select 2014 All Iowa Reads title & offer webinar. Develop the traveling History of the Book exhibit and the Iowa Center for the Book Foundation.
1a) Monks and Martin presented the webinar Mentoring Young Readers Through Letters About Literature, 26 attended. Monks presented workshops on the Summer Reading Program in 6 locations, 418 attended. She also offered 2 Performers Showcases in 2 locations with 74 attendees. The 2014 All Iowa Reads selection was <i>Little Wolves</i> by Thomas Maltman. Martin presented a webinar on All Iowa Reads to 103 attendees. She had contact with an attorney for the Iowa Center for the Book Foundation which is moving forward, and Letters About Literature held its annual event recognizing the winners from Iowa with Governor Terry Branstad as featured speaker. The Traveling History of the Book exhibit is assembled and ready to be launched.
1b) Help libs meet the special lib-related needs of English language learners, job seekers, Iowans living in poverty & Iowans with disabilities. (LSN, SDC)
1b) Update the Iowans with Disabilities population profile & provide to libraries. Offer training for librarians on the Día Initiative emphasizing literacy for all children.
1b) Krob released the Iowans with Disabilities population profile, which provided detailed information on persons with disabilities including educational attainment, income and occupation. Monks presented Many Children, Many Cultures: Incorporating Día into Your Library's Programming to 28 attendees.
1c) Take a leadership role in communicating the essential roles libs play as physical places for community gatherings & centers of early literacy skill development, lifelong learning, workforce development & economic enhancement. (LSN)
1c) Redevelop the Telling the Library Story website. Offer training and resources to assist librarians in providing information about the Affordable Care Act. Provide assistance to librarians in evaluating and reconfiguring their physical library spaces.
1c) Harms awarded 2 building consultant grants. Staff led 14 libraries/communities through Planning for Results. Wetteland completed the redevelopment of the Telling the Library Story section of the website.
1d) Provide training & tools to assist local libs in building civic engagement in their communities. (LSN)
1d) Offer training for librarians on methods libs can use to foster civic engagement in their communities.
1d) The state library hosted an informal discussion for librarians about censorship and libraries with Barbara Jones, Director of the ALA Office for Intellectual Freedom. Peich and Gray presented a webinar on Civic Engagement to 40 attendees. Peich and Heil are developing an extended civic engagement program for libraries.
1e) Collect statistical information about Iowa libs & help librarians use statistics to tell the library story. (LSN, SDC)
1e) Update population profiles on African Americans, Asian Americans, Latinos, Older Iowans, and Women and make profiles available to libraries. Offer webinar on using statistics to tell the library story (TTLS).
1e) The State Data Center released the following 2013 profiles: Latinos in Iowa, Native Americans in Iowa, African Americans in Iowa, Women in Iowa, Asian and Pacific Islander, and Older Iowans. Krob gave two classes to PLM2 on using Census data and how to find it on the State Data Center website and the Census Bureau's website. He also gave a webinar for librarians on how to use the Census data for community development planning and grant writing. Wetteland provided 2 PLM2 classes on TTLS & 1 on using stats.

2. Strengthen the capacity of Iowa libraries to provide the best possible library service to Iowans.
2a) Deliver consulting services & continuing education courses (online & face-to-face) for Iowa library staff & boards that highlight best practices in lib governance, management & service delivery. (All IaLS staff)
2a) Update trustee handbook. Complete the ILEAD USA grant focusing on technology and leadership. Offer both F2F and digital learning opportunities to meet the needs of Iowa librarians. Visit at least 80% of Iowa public libraries.
2a) The January Iowa Small Libraries Online Conference had 269 attendees. IaLS hired Kim Mashek, Library Resource Tech for NE district and Misty Gray, Consultant for SW district. Town Meetings focused on working better, faster, and easier & were held in 6 locations, 405 attended. The ILEAD USA grant project held the final session in Ames, where participants formally presented their projects. IaLS staff visited 506 public libraries this year – 93% of the total. The <i>Iowa Library Trustees Handbook 2014</i> was completed and published in a new, on-line format. Easter answered 222 library related legal reference questions.
2b) Define public lib standards & administer certification & accreditation programs built on the standards. (LSN)
2b) Explore the development of a certification program or programs for library staff who are not directors or assistant directors.
2b) Dermont consolidated application forms for accreditation of public libraries, prior to releasing in January 2014, and all are available on-line. Direct State Aid checks were mailed with a 17% increase in funding from FY13. Beta testers were recruited and trained for Support Staff Certification program, set to roll out in November.
2c) Take a leadership role in monitoring trends & sharing information on technology & other developments that affect libraries. (All IaSL staff)
2c) Regularly write & publicize articles focused on technology trends. Present a webinar focusing on Teen Tech Week. Facilitate discussion with libraries about changing library staffing trends. Purchase a variety of e-book readers to facilitate training for library staff members.
2c) Developed & publicized IaLS Technology Grants for academic & public libraries, using one-time funding from the state technology infrastructure fund; encouraged libraries to collaborate for larger grants. 63 Technology Grants were awarded, representing 97 Iowa libraries. Purchased 29 iPads to facilitate training for IaLS staff members. Medema worked with The EDGE Initiative to promote Iowa libraries being involved in the national survey. Monks presented a webinar on Teen Tech Week to 70 attendees. Riesberg held the webinar Friday Tech Focus with 35 attendees.
2d) Enhance the Putting Libs on the Web (PLOW) program. (LSN, SILO)
2d) Provide documentation and training to IaLS staff and libraries on Plone 4 upgrades and enhancements, including new themes, a mobile device theme, and advanced page layout.
2d) Provided Plone 4 training to LRTs, and Harms held 8 classes on Advanced Customization for PLOW with 96 attendees. Despite our efforts to promote and encourage Iowa libraries to complete the ConnectIowa Broadband study, only 4 libraries completed it. However, the report was extremely informative. IaLS received completed work from a vendor for 5 new Plone themes for PLOW libraries and a new theme for IaLS's website.
2e) Provide training & tools to support local libs in delivering digital literacy and early literacy training so that Iowans can thrive in the 21 st century. (LSN)
2e) Provide Early Literacy workshops focusing on 3-5 year olds. Assist libraries in developing digital literacy training for their customers. Encourage Iowa libraries to complete the Connect Iowa broadband survey.
2e) Peterson and Medema met with ConnectIowa to help facilitate a survey on connectivity in Iowa. Monks provided 6 in-person early literacy workshops focused on 3-5yr olds with Dena Goplerud, early childhood expert, to 166 attendees. Peterson has encouraged Iowa librarians to participate in several federal surveys involving broadband connectivity. Peterson held 8 classes on EBSCOhost and Learning Express, giving librarians the tools they need to deliver digital literacy training.

3. Maximize library service for Iowans through enhanced collaboration to benefit Iowa libraries of all types.
3a) Increase statewide availability of subscription databases & other digital resources. Research & share developing trends in making e-books & other digital resources available through libs. (LSN, SLS)
3a) Offer training on promoting online resources such as EbscoHost and Learning Express. Continue to monitor and share developing trends regarding availability through libraries of e-books and other digital resources.
3a) Learning Express Training Specialist Jackie Weber presented a session at each Town Meeting on upcoming changes. Peterson and Medema met with Paul Gillespie from Recorded Books on a potential offering of Zinio, an online magazine subscription, through IaLS. Peterson held a webinar on database basics to help libraries utilize various databases with their customers, 19 attended. Peterson held 6 in-person trainings on EbscoHost with 43 attendees. IaLS began the process of updating and bringing the contract with Overdrive into compliance with state regulations.
3b) Help libs stretch their budgets by pursuing & publicizing lib discounts & facilitating the development of lib purchasing consortia. (LSN)
3b) Promote library collaborative purchasing. Continue to negotiate and publicize discounts for libraries.
3b) Library collaboration was encouraged through the IaLS Library Technology Grants, resulting in grant money for more libraries with several libraries included on some projects. Medema and Peterson met with EBSCO about the Library Aware program to add to subscription database offer. Peterson held 4 webinars on filing for e-rate discounts with 79 attendees and he updated and promoted the databases available within EBSCOhost. He worked with Mango Languages to provide a discount to Iowa Libraries and promoted it via Iowalib.
3c) Support school library programs by collaborating with the Ia Lib Assn/Ia Assn of School Librarians, the Dept of Education, the Area Education Agencies & others. (LSN)
3c) Continue to work with the School Library Vision Task Force; widely publicize the Task Force teacher librarian vision document and videos when available.
3c) Wegner discussed the work of the School Library Vision Task Force with the new director of the state Department of Education. Dermont worked with an AEA to find an accurate number of school libs for an ILA letter to legislators requesting that they speak at the ILA Conference.
3d) Enhance the statewide SILO interlibrary loan system & develop a shared lib automation system or systems. (LSN, SILO, SLS)
3d) Release the beta version of new, improved SILO interlibrary loan software.
3d) The project was delayed due to vendor, will continue to work with Ohionet.
3e) Encourage & facilitate communication among Iowa libs aimed at sharing best practices & developing solutions to shared problems. (All IaLS staff)
3e) Introduce new IaLS website feature which allows libraries to share news, documents and photographs. Investigate changes to the Open Access program to facilitate co-operation & fair practices among Iowa libraries.
3e) Demonstrated the sharing website, Iowa Library Commons, at the ILA Conference and presented policy to Advisory Council for feedback. Staff improved the appearance and functionality of the site; it will be available in July for use. Dermont worked with Bibliostat to design an online form for Open Access to fill out and to analyze the data. A steering committee was identified to plan for the review Enrich Iowa Program.

4. Deliver access to Iowa Library Services' collections.
4a) Improve access to & understanding of statistics about Iowa's population & economy. (SDC)
4a) Identify software for the new State Data Center website. Evaluate existing SDC reports; add new reports on Iowa socioeconomic trends to the SDC website.
4a) Krob updated more than 300 reports on the SDC website including county and city population estimates, reports on building permits, state gov't tax collections, county business patterns, 2012 ACS reports, 2013 state and county population estimates, and data from DHS. He reviewed population estimates for the Census Bureau and sent in comments and corrections. Krob evaluated replacement software for the SDC site and made a selection for something new. He attended online training for the software.
4b) Expand & publicize Iowa Publications Online. (SLS)
4b) Add at least 1500 items to Iowa Publications Online and at least two new active depositors. Advertise IPO to both depositors & end-users.
4b) 2,594 new documents were added to IPO. This is up substantially, thanks to a project at the Iowa DOT. 4 new depositors were added. Keyser held a webinar promoting and explaining IPO with 17 attendees. IPO was promoted during the ILA GODORT Summer Workshop, via Twitter, in the <i>Update</i> , and at the Code4Lib Conference, which Keyser attended.
4c) Improve access to & add additional collections to Iowa Heritage Digital Collections. (SLS)
4c) Add at least 2 IaLS projects to IHDC; contact at least 6 cultural institutions who are interested in adding collections; offer a webinar about IHDC to potential depositors.
4c) The IHDC website continued to be updated to improve its appearance and use. Rees added 2 collections, Des Moines Illustrated Souvenir and Iowa Capitol Complex Historical Documents; and she harvested 26 collections for IHDC from ISU, Drake University, Grinnell Public Library, UI, and the Ottumwa High School. Rees, Quist, and Corson attended the Iowa Museum Association Conference. Rees gave a webinar on IHDC/Omeka with 36 attendees; she made a follow-up contact with each attendee and also contacted a number of other interested libraries. IHDC was promoted by a display in the rotunda. IaLS purchased an overhead scanner which accommodates large and thick materials.
4d) Expand & promote Iowa Lib Services' collections. (SLS)
4d) Use varied media to promote special collections. Develop A.J. Small Room as a "museum" destination. Digitize original Iowa constitution.
4d) Quist was interviewed by KCCI TV's Stacey Horst for her Favorite Places program and the news was remotely broadcast from the law library. The Travel Channel filmed an episode of Dead Files in the Law Library. Quist gave 3 formal presentations to 33 and over 70 informal tours in the A.J. Small Room. Quist presented to a group of 200 land surveyors, presented on the Territorial-State Library to the Am Scandinavian Society of IA, and presented on the origins of the State Library at the Burlington Public Library during National Library Week. Quist, Keyser, and Easter gave a class discussing historical materials through Des Moines Senior College. Law Library staff participated in employee tours of the capitol for the first time. 2399 titles from the Iowa Collection circulated, including high in-house use of Iowa related journals.
4e) Improve access to Iowa's state documents. (SLS)
4e) Promote new online IaLS catalog; investigate Koha's "social" features to enhance access to & use of state documents; bring Law Library state documents to the Miller Building & merge collections.
4e) The IaLS Koha cataloging module went live; staff evaluated and requested improvements. Keyser worked with the vendor to fix incomplete migration data and added information to the homepage. Our online catalog was promoted in the <i>Update</i> and in <i>Facebook</i> through new book lists. 50 heritage documents were digitized and added to IPO. Skeers added bib records for IPO documents to the catalog. The Governor's Office agreed to send digital files of Executive Orders for IPO.

5. Foster a culture of innovation and collaboration within Iowa Library Services.
5a) Provide exemplary library service in the Main Library, the Law Library & the State Data Center. (SLS, SDC)
5a) Add 50 new titles and 100 new users to IaLS Table of Contents awareness service. Host 9 art exhibits in the Main Library in Miller Building. Purchase new digitization equipment and explore digitization services for libraries, museums & state agencies.
5a) The Table of Contents Service has 258 users. 62 titles were added, most from patron suggestions, and it was promoted in the Update. The Main Library hosted monthly art exhibits, highlighting Iowa artists. They were advertised on IaLS's website, in Facebook, and in the Update. 1073 reference questions from libraries were answered by the Main Library and Law Library. 9669 total reference questions were answered by the Main Library, Law Library, and State Data Center. Of those, 1413 were from Live Chat, most helping patrons navigate Iowa state government. Staff created 6 displays for the Miller Building rotunda and also a display showing 175 years of State Librarians which was used at the ILA Conference and in the rotunda in the Miller Building, and in the Law Library during the legislative session.
5b) Continuously upgrade the knowledge & skills of IaLS staff so that they are equipped to manage change with flexibility & provide high quality leadership, consulting & information services to our constituents. (All IaLS staff)
5b) Provide staff development workshop, team building opportunities, & encourage staff to participate in professional development. Upgrade IaLS tech equipment. Develop an online consulting workbook, including samples and scripts, for use by IaLS consultants when assisting libraries.
5b) All staff attended a workshop on Strenthsfinder 2.0, facilitated by John Langhorne. Each district office received new tabletop screens. Purchased 20 new laptops, 6 wireless routers, an 80" LED monitor, an overhead scanner, a digital video camera, 3 new software packages, and Apple iPads for staff with one-time technology money. Medema facilitated a District Consultant team meeting offsite to collaborate on various presentations and trainings they provide and to develop online access to them. Each employee has a goal set for continuing education in their performance plan.
5c) Experiment with pilot projects & implement successful ones. (All IaLS staff)
5c) Respond to opportunities for development of pilot projects.
5c) CE team is working on developing an asynchronous online course for library staff developing policies, similar to the Weed It and Reap course for collection development. Began a pilot with beta testers for a certification program for non-directors.
5d) Share Iowa Lib Services successes with stakeholders. (All IaLS staff)
5d) Update the IaLS Social Media Policy. Begin sharing IaLS news through Twitter.
5d) The IaLS Social Media Guidelines were written and approved. The Law Library and IaLS opened Twitter accounts and staff began tweeting. IaLS's successes were shared through all of our communication channels.
5e) Build & enhance partnerships with the Ia Lib Assn, Ia DE, AEAs, IPTV & other agencies & organizations whose mission complements that of IaLS. (All IaLS staff)
5e) Maintain communication with stakeholders. Respond to opportunities for developing new partners, including the Healthiest State Initiative and the Campaign for Grade Level Reading.
5e) Communication with stakeholders was maintained through our online newsletter <i>Footnotes</i> , our website, Facebook, Iowalib and other mail lists, in-person updates, the <i>Iowa Library Services Update</i> , and meetings of the IaLS Advisory Panel. Existing partnerships with the Iowa Library Association, the Department of Education, IPTV, the Area Education Agencies, Connect Iowa, Healthiest State Initiative, Campaign for Grade Level Reading, and others were maintained. Began new partnerships with the Iowa Reading Research Center, and the Secretary of State's Office and the Legislative Services Agency to digitize the original <i>Constitution of Iowa</i> and to create a digital exhibit with supporting documents.

Presentations and Workshops given by Iowa Library Services staff in FY14

July 2013

Scott Dermont and **Marie Harms** presented *July Reports: No More Do Overs!* online (16). **Alysia Peich** facilitated and **Maryann Mori** taught *Public Library Management 1* online (22). **Eunice Riesberg** presented *Dealing with Difficult Patrons* to the Oelwein PL staff in person (6). **Alysia Peich** presented as a panel member *ILEAD USA: Innovative Libraries Explore, Apply, and Discover* at ALA Annual Conference 2013 in Chicago. **Maryann Mori** taught *New Director Orientation* to Villisca PL (1). **Eunice Riesberg** taught *New Director Orientation* to Nashua PL (1). **Merri Monks** participated as a storyteller at *The Iowa Storytelling Festival* in Clear Lake (50). **Becky Heil** presented *County Meetings in a Box - EBSCO* to Jones County Libraries (8). **Becky Heil** taught *Hiring a Library Director* to LeClaire CL trustees (5). **Bonnie McKewon** facilitated discussion on *County Funding Project* with LeMars trustees (9). **Bonnie McKewon** presented *Board Orientation* to Everly PL (8).

August 2013

Scott Dermont presented *The Annual Survey - What You Need to Know for 2013* online (90). **Annette Wetteland** presented *Using Statistics: The Power of Personal Stories* online (38). **Jay Peterson** facilitated and Cynthia Busse presented *Early Literacy Station Demonstration for Iowa Public Libraries* online (19). **Jay Peterson** facilitated and Chris Childs taught *Public Library Reference and the Affordable Care Act: Helping Your Patrons Navigate the ACA* at eight locations in August and September (196). **Robin Martin** and **Merri Monks** taught *Mentoring Young Readers Through "Letters About Literature"* online (26). **Jay Peterson** presented *Overview of EBSCOhost* online (27). **Sue Gruber** presented *Wednesday Website Worktimes: Let's Talk about Tabs and PLOW 4 Preview* (10). **Maryann Mori** taught *New Director Orientation* to Runnells PL (1). **Jet Kofoot** presented *Budget Practices* to the Trustees and City Council of Crystal Lake (20). **Jet Kofoot** taught *New Director Orientation* to Grafton PL (1) and Lake Mills PL (1). **Becky Heil** presented *Starting a Library* to the Lone Tree Council and Trustees (18). **Becky Heil** presented *Planning for Results* to Solon PL (53). **Bonnie McKewon** presented *WILBOR* training to Remsen PL (9). **Bonnie McKewon** taught *New Director Orientation* to Dickens PL (1) and to George PL (1). **Bonnie McKewon** presented *Planning for Results* to Spencer PL (10). **Cory Quist** presented *The Pioneer History of the Law Library's Special Collection* to the UI Leap program (20).

September 2013

Iowa Library Services staff presented *Town Meetings* at 6 locations. Each Town Meeting included presentations highlighting working efficiently; *Best Ever Tips for Library Staff to Work Better, Faster and Easier!*; *Keep Calm and Email On: Email Management and Etiquette*; *Everyday Tools For the Organized Librarian*; and on *LearningExpress 3.0*. The **Town Meeting Players** presented "*Cornelia and Honora: a Tale of Woe and Triumph*" (398). Eunice **Riesberg** facilitated *Trustee Orientation* for the Jesup PL in person (10). Eunice **Riesberg** presented *NEIBORS* training for the Guttenberg PL's Board in person (8). **Bonnie McKewon** and **Alysia Peich** presented *Library 101* online (23). **Alysia Peich** facilitated and **Maryann Mori** taught *Public Library Management 2* online (25). **Merri Monks** taught *Seek the Unknown@ Your Library: Books, Programs and Resources for Teen Read Week* online (75). **Scott Dermont** taught *The Annual Survey - What You Need to Know for 2013* online (16). **Maryann Mori** authored a chapter in the book *Job Stress and the Librarian*. **Sue Gruber** presented *Wednesday Website Worktimes: Adding the Affordable Care Act Badge* (11). **Maryann Mori** taught *New Director Orientation* to Elberon PL (1). **Jet Kofoot** taught *New Director Orientation* to Livermore PL (1). **Jet Kofoot** facilitated *Planning for Results* to Kanawha PL (18). **Jet Kofoot** presented *Reinvigorating a Friends group* to Shell Rock PL (10). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the Trustees of Humboldt PL (5). **Merri Monks** participated as a storyteller at *Story!* in Story City (50). **Becky Heil** presented *Tech Tools* (60), **Maryann Mori** presented *I Didn't Know Directors Had to Do THAT!* (50), and **Bonnie McKewon** presented *Shifting Sands...A Changing Library Landscape* to the Association for Rural and Small Libraries Conference in Omaha (40).

October 2013

IaLS Staff (Alysia, Becky, Jet, Nancy, Marie, Eunice) facilitated the final session of *ILEAD USA* in Ames (40). **Alysia Peich** facilitated and **Bonnie McKewon** taught *Public Library Management 1* online (20). **Jay Peterson** facilitated and Chris Childs taught *Public Library Reference and the Affordable Care Act: Helping Your Patrons Navigate the ACA* in two locations (102). **Mandy Easter** taught *But I Don't Have Room to Save Everything!: Reliable Records Retention for Your Library* online (57). **Marie Harms** taught *PLOW Plone 4 Upgrade Overview* online in several sessions (152). **Iowa Library Services Staff** facilitated *Director's Roundtables* at 15 locations in October and November (122). **Jay Peterson** facilitated and Pam Jacobs taught *E-rate for Newcomers* online (15). **Scott Dermont** taught *The Annual Survey - What You Need to Know for 2013* online (13). **Merri Monks** facilitated and Zach Stier taught *Reaching Out! The Importance of Library Outreach Programs to Children* online (50). **Merri Monks** and **Maryann Mori** facilitated *2014 Summer Library Program Workshops* in six locations in October and November (388). **Alysia Peich** was a panel member for *Project Evaluation* at *ILEAD USA Iowa* in Ames (30).

Sue Gruber presented *Wednesday Website Worktimes: Plone 4 Upgrade* (10). **Barb Corson** and **Pam Rees** presented *Iowa Heritage Digital Collection Using Omeka* at the Iowa Museum Association's Annual Meeting (20). **Maryann Mori** taught *New Director Orientation* to Mingo PL (1). **Eunice Riesberg** taught *New Director Orientation* to Lamont PL (1) and Aurora PL (1). **Jet Kofoot** presented *Library Shopping Network* to the Butler County librarians and staff (10). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the Trustees of Greene PL (7). **Jet Kofoot** facilitated a *County Roundtable* for the Franklin County libraries (4). **Jet Kofoot** taught *New Director Orientation* to Humboldt PL (1) and Steamboat Rock PL (1). **Jet Kofoot** presented *Long Range Planning* for the trustees of the Thompson PL (7). **Jet Kofoot** taught *Understanding EBSCO* to the staff at Aplington PL (4). **Becky Heil** discussed *Contracting* with the Wheatland PL (8). **Becky Heil** presented *County Meetings in a Box – Good Question* to Jones County Libraries (7) and the Keokuk County libraries (6). **Becky Heil** presented *Financial Strategies* to the Bennett PL trustees (5). **Becky Heil** presented *County Meetings in a Box – Social Media* to Iowa County libraries (6). **Becky Heil** presented *WILBOR* training to New Sharon PL (5). **Bonnie McKewon** presented *WILBOR* training to Lake Park PL (8); to Hartley PL (7); and to Ocheyedan PL (8). **Bonnie McKewon** taught *New Director Orientation* to Ocheyedan PL (1) and Milford PL (1). **Bonnie McKewon** presented *Trustee Training* to Des Moines PL (12). **Bonnie McKewon** presented *City Library – City Service* to Hospers PL (8). **Bonnie McKewon** presented *Raising Our Standards* to Ida County libraries (25). **Bonnie McKewon** presented *Sweet Suite of Resources* to the Dickinson County Staff Development Day (20). **Barb Corson**, **Tom Keyser**, and **Tim Skeers** presented *Free Like a Puppy: Implementing An Open-Source Library Automation System* at the Iowa Library Association Conference (32).

November 2013

Scott Dermont, **Becky Heil** and **Jay Peterson** taught *Weed It and Reap!: Declutter Your Shelves and Increase Circulation* online (302). **Jay Peterson** facilitated and Pam Jacobs taught *E-Rate Form 470 Training* online (24). **Jay Peterson** taught *Overview of EBSCOhost* online (20). **Marie Harms** taught *Advanced Customization with Plone 4* in nine locations (87). **Merri Monks** facilitated *Performers Showcase Show and Tell* in two locations (62). **Pam Rees** taught *Iowa Heritage Digital Collections* online (55). **Jet Kofoot** presented *Understanding EBSCO and WILBOR* to trustees at Estherville PL (11). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the Trustees of Titonka PL (7). **Jet Kofoot** presented *New Director Orientation* to Alexander PL (1). **Misty Gray** presented *Hiring a Director* to Malvern PL (6) and to Lenox PL (5). **Becky Heil** presented *Trustee Essentials* to Ottumwa trustees (8). **Becky Heil** presented *Starting a Library* to the Durant Board and City Council (9). **Becky Heil** presented *WILBOR* training to Moravia staff and board (6). **Becky Heil** taught *Trustee Essentials* to Blakesburg trustees (6). **Becky Heil** presented *WILBOR* training to Blakesburg PL (6). **Becky Heil** taught *New Director Orientation* to Winfield PL (1). **Bonnie McKewon** presented *Trustee Orientation* to Marcus PL (9). **Bonnie**

McKewon presented *Planning for Results* to Larchwood trustees (8). **Bonnie McKewon** taught *New Director Orientation* to Odebolt PL (1). **Bonnie McKewon** presented *Toward Tech Savvy Trustees* to Osceola County libraries (25).

December 2013

Becky Heil and **Alysia Peich** taught *Getting Your Grant: Writing for Success* online (31). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* online (12). **Maryann Mori**, **Trisha Hicks**, and **Becky Bilby** taught *Libraries and Homeschoolers: Understanding Needs, Providing Services* online (42). **Sue Gruber** presented *Wednesday Website Worktimes: Cover Pages in the New Plone* (8). **Maryann Mori** taught *New Director Orientation* to Waukee PL (1) and Bondurant PL (1). **Jet Kofoot** facilitated *Planning for Results* for Thompson PL (15) and for Grundy Center PL (24). **Misty Gray** presented *Team Building* to Glenwood PL (4). **Becky Heil** taught *New Director Orientation* to LeClaire CL (1). **Becky Heil** discussed *Director Retirement* with the West Point PL trustees (8). **Becky Heil** taught *Readers Advisory* to Pella staff (12). **Bonnie McKewon** presented *Trustee Orientation* to Orange City PL (8). **Bonnie McKewon** presented *HR* to Somers PL trustees (7). **Robin Martin** presented, along with other states, the *Digital Literary Maps* online (42). **Cory Quist** presented *The Pioneer History of the Law Library's Special Collection* to the SE Iowa Surveyors Annual Conference (200).

January 2014

Eunice Riesberg presented *NEIBORS Top 10* to the Independence staff in-service in person (8). **Jay Peterson** facilitated and **Chris Childs** taught *Public Library Reference and the Affordable Care Act: Helping your Patrons Navigate the ACA* in four locations (21). **Maryann Mori** and **Becky Heil** facilitated and various **Iowa Library Services Staff** presented at the *Iowa Small Libraries online Conference: ISLOC 2014* (269). **Scott Dermont** taught *Setting the Standard: The Accreditation Application FY14* online (34). **Robin Martin** facilitated and **Susan Craig** and **George Minot** taught *All Iowa Reads* online (81). **Jay Peterson** taught *Filing the E-rate Form 471 Training* online (66). **Merri Monks** taught *Teen Tech Week: DIY @ Your Library* online (51). **Sue Gruber** presented *Wednesday Website Worktimes: Cover Pages in the New Plone* (15). **Misty Gray** taught *New Director Orientation* to Silver City PL (1), Mapleton PL (1) and Malvern PL (1). **Maryann Mori** taught *New Director Orientation* to Clive PL (1) and Johnston PL (1). **Jet Kofoot** taught *Hiring a Director* to trustees at Clear Lake PL (9). **Misty Gray** taught *Customer Service* to Denison PL staff (8). **Misty Gray** presented *Accreditation Standards Review* to Glenwood PL (6). **Becky Heil** taught *Trustee Essentials* to Wapello trustees (8). **Becky Heil** presented *County Meetings in a Box – WILBOR Tips* to Jones County libraries (8). **Becky Heil** presented *Trustee Essentials* to DeWitt CL trustees (9). **Becky Heil** taught *New Director Orientation* to Oxford Junction PL (1). **Becky Heil** presented *Starting a Library* to Durant PL (10). **Becky Heil** presented

County Meetings in a Box – E-readers to Jones County libraries (7). **Becky Heil** presented *Starting a Library* to Amana residents (8). **Bonnie McKewon** discussed *Service and Contracting Issues* with Sloan PL (7). **Bonnie McKewon** presented *City Library – City Service* to Ida Grove PL (10). **Bonnie McKewon** presented *WILBOR* training to staff at Peterson PL (2).

February 2014

Eunice Riesberg presented *NEIBORS* training to the Fort Atkinson board in person (8). **Marie Harms** taught *PLOW 8.1: Getting Your Web Site Started* in person (17). **Scott Dermont** taught *Setting the Standard: The Accreditation Application FY14* online (6). **Bonnie McKewon** taught *Policies For Results* online (48). **Bonnie McKewon** taught *Plan and Deliver: Developing Effective Strategic Plans* online (50). **Eunice Riesberg** taught *Friday Tech Focus* online (38). **Sue Gruber** presented *Wednesday Website Worktimes: Mobile Websites and Using Anchors* (14). **Misty Gray** taught *New Director Orientation* to Modale PL (1). **Eunice Riesberg** taught *New Director Orientation* to Elkader PL (1) and Winthrop PL (1). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the Trustees of Garner PL (9). **Jet Kofoot** and **Misty Gray** presented *Frontline Staff and the Issue of Civility: Part 1* to the Denison and Carroll library staff (13). **Jet Kofoot** presented *Accounting Best Practice* for trustees at Bancroft PL (7). **Misty Gray** presented *Open Meeting Review* to Villisca (5). **Misty Gray** presented *Trustee-Director Relationship* to Creston (9). **Becky Heil** taught *New Director Orientation* to Stanwood PL (1) and Keota PL (1). **Becky Heil** presented *Trustee Essentials* to Victor PL trustees (8). **Becky Heil** presented *County Meetings in a Box –Social Media* to the Tri-County libraries (5). **Becky Heil** presented *Planning for Results* to Bettendorf PL (9). **Becky Heil** presented *Planning for Results* to Keokuk PL (54). **Bonnie McKewon** presented *Planning for Results* to Akron PL (8). **Bonnie McKewon** presented *Trustee Orientation* to Merrill PL (8). **Bonnie McKewon** presented *Hiring a Library Director* to Orange City PL (8). **Bonnie McKewon** presented *PLOW* to Lake View PL (3). **Bonnie McKewon** taught *New Director Orientation* to Fonda PL (1).

March 2014

Marie Harms taught *PLOW 8.2: Customizing Your Web Site* in eight locations (87). **Jet Kofoot** taught *Maker Spaces: Small Space, Low Budget, High Quality* online (45). **Merri Monks** facilitated and Dena Goplerud taught *Developing Literacy Abilities of 3-5 Year Olds: Strategies for Librarians* in six locations (148). **Alysia Peich** facilitated and Cynthia Needles Fletcher, ISU, taught *Smart Investing for Your Community* online (22). **Becky Heil** taught *Overview of Collection Development* online (50). **Alysia Peich** and **Misty Gray** taught *Civic Engagement: Your Community, Your Library* online (25). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* online (22). **Alysia Peich** facilitated and Brandie Ledford taught *Public Library Management 1* online (21). **Maryann Mori** taught *Public Library Management 2* online (22). **Sue Gruber**

presented *Wednesday Website Worktimes: Adding Summer Library Program Graphics* (9). **Misty Gray** taught *New Director Orientation* to Randolph PL (1). **Jet Kofoot and Misty Gray** presented *Frontline Staff and the Issue of Civility: Part 2* to the Denison and Carroll library staff (12). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the Trustees of Alexander PL (7). **Misty Gray** presented *Hiring a Director* to Schleswig (6). **Becky Heil** presented *The Future of the Library* to DeWitt CL (20). **Becky Heil** taught *New Director Orientation* to Moravia (1). **Becky Heil** presented *Trustee Essentials* and *Hiring a New Director* to Anamosa PL (9). **Becky Heil** presented *Using EBSCOhost* to Tiffin PL (3). **Becky Heil** presented *Trustee Essentials* to Keosauqua PL (8). **Becky Heil** presented *County Meetings in a Box – Unruly Data* to Keokuk County libraries (6). **Bonnie McKewon** taught *New Director Orientation* to Everly PL (1). **Bonnie McKewon** presented *Hiring a Library Director* to Merrill PL (8). **Bonnie McKewon** presented *WILBOR* training to Washta PL (6).

April 2014

Eunice Riesberg taught *Teaching New Tech* at the Cresco staff in-service in person (8). **Eunice Riesberg** presented *En Vogue...What's Happening in Public Libraries?* to the Bremer County Library Trustees in person (25). **Merri Monks** facilitated and Joa LaVille and Betty Collins taught *Many Children, Many Cultures: Incorporating Día into Your Library's Programming* online (22). **Jay Peterson** taught *Database Basics* online (13). **Nancy Medema, Misty Gray, Jay Peterson,** and **Bonnie McKewon** taught *Library Horizons: What's New from PLA?* online (30). **Pam Rees** facilitated and Chris Childs taught *Public Library Medical Reference* online (16). **Bonnie McKewon** taught *City Library, City Service* online (62). **Maryann Mori** taught *Dealing With Difficult Patrons* online (60). **Sue Gruber** presented *Wednesday Website Worktimes: Promoting Big Events* (11). **Trisha Hicks** facilitated the *North Central Symposium* in Mason City. **Maryann Mori** presented *The Healthy Librarian: De-stressing Your Job (& Life)* (22). **Misty Gray** taught *New Director Orientation* to Elk Horn PL (1). **Jet Kofoot** presented *Josh Linkner: Unleashing Creativity in Next Generation Libraries* to staff of Butler County libraries (12). **Jet Kofoot** taught *Hiring a Director* to trustees at Nora Springs PL (5). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the trustees of Manly PL (6). **Jet Kofoot** facilitated a Roundtable for the Grundy County Library Association (12). **Misty Gray** taught *WILBOR Overview* to Leon PL (10). **Misty Gray** presented *County Funding* to Logan PL (6). **Becky Heil** presented *Trustee Essentials* to Moulton PL (9). **Becky Heil** taught *New Director Orientation* to Blakesburg PL (1). **Bonnie McKewon** taught *New Director Orientation* to Storm Lake PL (1), Somers PL (1), and Peterson PL (1). **Bonnie McKewon** presented *WILBOR* training to Auburn PL (7), Sloan PL (2), and the Clay County libraries (15).). **Bonnie McKewon** presented *Raising Our Standards* to Calhoun County libraries (10). **Bonnie McKewon** presented *Planning for Results* to Alta PL (8). **Bonnie McKewon** facilitated *County Funding Issues* with LeMars PL trustees (9). **Bonnie McKewon** presented a *State Library Update* to North West AEA (35). **Pam Rees** assisted with two *Medical Reference*

for Public Librarian webinars (21). **Cory Quist** presented *The Pioneer History of the Law Library's Special Collection* at the Burlington Public Library for National Library Week (14), and the American Scandinavian Society (30).

May 2014

Various IaLS Staff facilitated *Director Roundtables* in eighteen locations (164). **Alicia Peich** facilitated and Maeve Clark and Andrew Fuerste-Henry taught *I Can Help You Find That!* online (32). **Gary Krob** taught *Making Cents of All Those Numbers: Using Census Data Effectively* online (12). **Bonnie McKewon** and others facilitated *Big Ideas Book Discussion – Citizenville* online (24). **Tom Keyser** taught *Overview of Iowa Publications online* online (15). **Eunice Riesberg** taught *Friday Tech Focus* online (17). **Kim Mashek** presented *Wednesday Website Worktimes: Adding Social Media* (15). **Misty Gray** taught *New Director Orientation* to Manilla PL (1). **Jet Kofoot** facilitated a Roundtable for the Kossuth County Libraries (12). **Jet Kofoot** facilitated *Planning for Results* for the Joice PL (6). **Jet Kofoot** taught *New Director Orientation* to West Bend PL (1). **Jet Kofoot** presented *The 5 Primary Roles of a Trustee* to the trustees of Clarion PL (6). **Misty Gray** and **Sue Gruber** presented *Generating Interest in Library Expansion* to Creston (3). **Becky Heil** taught *New Director Orientation* to North Liberty CL (1). **Becky Heil** taught *Trustee Financial Responsibilities* to Bennet PL (6). **Bonnie McKewon** taught *New Director Orientation* to Remsen PL (1), Merrill PL (1), Orange City PL (1), and Manson PL (1). **Bonnie McKewon** presented *Planning for Results* to Ashton PL (7). **Tom Keyser** gave two classes on book repair in the Northeast District (25).

June 2014

Jay Peterson facilitated and Lisa Dennis taught *EBSCOhost Training 2014* in six locations (37). **Bonnie McKewon** and **Alysia Peich** taught *Library 101* online (16). **Maryann Mori** taught *Public Library Management 2* online (22). **Kim Mashek** presented *Wednesday Website Worktimes: Adding Social Media* (15). **Misty Gray** taught *New Director Orientation* to Lenox PL (1), Villisca PL (1) and Schleswig PL (3). **Maryann Mori** taught *New Director Orientation* to Granger PL (1) and Ankeny PL (1). **Eunice Riesberg** taught *New Director Orientation* to Farmersburg PL (1) and Clermont PL (1). **Misty Gray** taught *Staff Relations, Conflict Management* to Glenwood PL (4). **Misty Gray** taught *Website Training* to Malvern (2). **Becky Heil** taught *New Director Orientation* to Hedrick PL (1). **Becky Heil** presented *Planning for Results* to Wellman PL (60); to Waukeet PL (50); and to Wilton PL (63). **Bonnie McKewon** presented *Toward Tech Savvy Trustees* to Buena Vista County libraries (40). **Bonnie McKewon** presented *WILBOR* to Odebolt PL (9). **Cory Quist**, **Tom Keyser**, and **Mandy Easter** gave a class discussing historical law library materials through Des Moines Senior College (15).